

## June 2022 Customer Service Survey Comments:

2. How would you rate the level of customer service provided by Customer Service Desk staff? [Staff who checked you in upon entry]

178 Responses

ID	Name	Language	Responses
1	anonymous	English (United States)	Never experienced such a welcoming environment in a government building
2	anonymous	English (United States)	Everyone was so helpful,friendly and professional.
3	anonymous	English (United States)	Took me 9 working days to reach someone by phone. Your online info has not been updated. I WASTED my time searching for your office at 1Civic . Gary at info desk was courteous and professional.
4	anonymous	English (United States)	Gary is amazing thank you
5	anonymous	English (United States)	It was very nice to be greeted by someone who could help direct us. Monica was friendly and helpful.
6	anonymous	English (United States)	Very helpful.
7	anonymous	English (United States)	He looked like my dad. Very helpful
8	anonymous	English (United States)	They were very helpful and courteous
9	anonymous	English (United States)	So far so good

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
10	anonymous	English (United States)	Everyone I've encountered has been vert helpful.
11	anonymous	English (United States)	Thank you
12	anonymous	English (United States)	Beautiful building with wonderful staff. Especially both Monica Gonzales and MOnica Sedillo
13	anonymous	English (United States)	Everyone is amazing and helpful
14	anonymous	English (United States)	Great customer service and very friendly
15	anonymous	English (United States)	Upon entry have them ask each guest to submit survey. Everyone one provided EXCELLENT SERVICE- Thank You-
16	anonymous	English (United States)	Great service. Carl made our day.
17	anonymous	English (United States)	Really amazing service
18	anonymous	English (United States)	Lori and Glenda are phenomenal!! Both took care of my probate needs on Friday at 4:30pm. Carl and Monica were also extremely helpful.
19	anonymous	English (United States)	Great service
20	anonymous	English (United States)	Check in lady was awesome

ID	Name	Language	Responses
21	anonymous	English (United States)	Excellent service
22	anonymous	English (United States)	Very friendly
23	anonymous	English (United States)	Yes
24	anonymous	English (United States)	Maybe announce names more loudly - via speaker or screen
25	anonymous	English (United States)	Awesome is the only word I can say
26	anonymous	Español (México)	Exelente amabilidad. Gracias
27	anonymous	English (United States)	Fast and efficient
28	anonymous	English (United States)	You're re-defining what it is like to work with government entities in such a fantastic way. Keep it up!
29	anonymous	English (United States)	Quick, smiley, great 1st experience for me
30	anonymous	English (United States)	I think everyone is doing a well job. In and out , not ignored. Very pleasant experience
31	anonymous	English (United States)	Employee suggested I go to Dispatch location on Paseo & Holly.

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
32	anonymous	English (United States)	Outstanding,, I was worried of where Togo for my business today but your staff explained where to go saving me time and energy,,,,
33	anonymous	English (United States)	Good
34	anonymous	English (United States)	Excellent
35	anonymous	English (United States)	Amazingly clean facility. Staff very helpful.
36	anonymous	English (United States)	Very nice service
37	anonymous	English (United States)	Excellent
38	anonymous	English (United States)	Good
39	anonymous	English (United States)	Very fast and accurate
40	anonymous	English (United States)	Brenda was very informative, patient and helpful
41	anonymous	English (United States)	Great
42	anonymous	English (United States)	Awesome

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
43	anonymous	English (United States)	Great
44	anonymous	English (United States)	Great
45	anonymous	English (United States)	Excellent
46	anonymous	English (United States)	Excellent
47	anonymous	English (United States)	Great
48	anonymous	English (United States)	Excellent
49	anonymous	English (United States)	Excellent very professional helpful professional
50	anonymous	English (United States)	Gary was very helpful and kind.
51	anonymous	English (United States)	Excellent
52	anonymous	English (United States)	Excellent
53	anonymous	English (United States)	Great

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
54	anonymous	English (United States)	Excellent very helpful Darlene Tafoya
55	anonymous	English (United States)	Super fast
56	anonymous	English (United States)	Ver good and helpful
57	anonymous	English (United States)	Excellent
58	anonymous	English (United States)	10 out of 10
59	anonymous	English (United States)	Great
60	anonymous	English (United States)	Very friendly & efficient
61	anonymous	English (United States)	Very nice
62	anonymous	English (United States)	Perfect
63	anonymous	English (United States)	Very nice
64	anonymous	English (United States)	I would rate the staff 10/10 wonderful staff and friendly

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
65	anonymous	English (United States)	Darlene Tafoya was great in escorting me to the sheriffs office.
66	anonymous	English (United States)	Excellent
67	anonymous	English (United States)	Great
68	anonymous	English (United States)	Exceptional
69	anonymous	English (United States)	Good
70	anonymous	English (United States)	Very well
71	anonymous	English (United States)	Extremely good
72	anonymous	English (United States)	Excellent service
73	anonymous	English (United States)	10
74	anonymous	English (United States)	Very nice and helpful
75	anonymous	English (United States)	10

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
76	anonymous	English (United States)	Great & friendly
77	anonymous	English (United States)	Great
78	anonymous	English (United States)	Very friendly
79	anonymous	English (United States)	Excellent
80	anonymous	English (United States)	Staff made a anxious process for me seamless , they were so kind and courteous ms Darlene was exceptional and help me with a lot of answers to my many questions.
81	anonymous	English (United States)	Excellent
82	anonymous	English (United States)	Great
83	anonymous	English (United States)	Very help and friendly.
84	anonymous	English (United States)	Excellent
85	anonymous	English (United States)	Excellent
86	anonymous	English (United States)	Wonderful

ID	Name	Language	Responses
87	anonymous	English (United States)	Excellent
88	anonymous	English (United States)	Amazing
89	anonymous	English (United States)	Excellent
90	anonymous	English (United States)	Awesome
91	anonymous	English (United States)	Great service at an exceptional time done thank you
92	anonymous	English (United States)	Excellent with a happy face not a grouchy face 😊
93	anonymous	English (United States)	10/10
94	anonymous	English (United States)	Great
95	anonymous	English (United States)	Beautiful
96	anonymous	English (United States)	Awesome
97	anonymous	English (United States)	Excellent

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
98	anonymous	English (United States)	Professionalism
99	anonymous	English (United States)	100
100	anonymous	English (United States)	Exceptional
101	anonymous	English (United States)	Exceptional. Very friendly and helpful.
102	anonymous	English (United States)	They were good
103	anonymous	English (United States)	Excellent
104	anonymous	English (United States)	Great
105	anonymous	English (United States)	Exelent
106	anonymous	English (United States)	Great
107	anonymous	English (United States)	Excellent
108	anonymous	English (United States)	Great friendly

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
109	anonymous	English (United States)	Great'
110	anonymous	English (United States)	Fantastic.
111	anonymous	English (United States)	Extremely helpful.
112	anonymous	English (United States)	10/10
113	anonymous	English (United States)	Gary
114	anonymous	English (United States)	Name unavailable but was very helpful
115	anonymous	English (United States)	Very prompt. Answered all question. Felt welcomed and had no issues with our visit.
116	anonymous	English (United States)	Helpful and respectfull
117	anonymous	English (United States)	Great
118	anonymous	English (United States)	Great
119	anonymous	English (United States)	Excellent

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
120	anonymous	English (United States)	Great
121	anonymous	English (United States)	Excellent
122	anonymous	English (United States)	Good
123	anonymous	English (United States)	A+
124	anonymous	English (United States)	Super nice but forgot to put us in the system
125	anonymous	English (United States)	10
126	anonymous	English (United States)	Excellent, above and beyond
127	anonymous	English (United States)	Excellent
128	anonymous	English (United States)	Excellent
129	anonymous	English (United States)	Best customer service
130	anonymous	English (United States)	Great

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
131	anonymous	English (United States)	Excellent
132	anonymous	English (United States)	Really great
133	anonymous	English (United States)	Kind nice efficient
134	anonymous	English (United States)	5star
135	anonymous	English (United States)	10
136	anonymous	English (United States)	Great
137	anonymous	English (United States)	Excellent
138	anonymous	English (United States)	Wonderful
139	anonymous	English (United States)	Excellent, very friendly and helpful
140	anonymous	English (United States)	Very helpful personnel
141	anonymous	English (United States)	Excellent, coherent and courteous.

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
142	anonymous	English (United States)	Friendly knowledgeable
143	anonymous	English (United States)	Good
144	anonymous	English (United States)	Great
145	anonymous	English (United States)	Very good
146	anonymous	English (United States)	Outstanding
147	anonymous	English (United States)	She could smile more
148	anonymous	English (United States)	Great
149	anonymous	English (United States)	Wonderful
150	anonymous	English (United States)	Good
151	anonymous	English (United States)	Very exceptional
152	anonymous	English (United States)	Excellent

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
153	anonymous	English (United States)	Very helpful in spanish
154	anonymous	English (United States)	Just perfect! All directions were clear....and correct!
155	anonymous	English (United States)	Perfect
156	anonymous	English (United States)	Great
157	anonymous	English (United States)	10/10!
158	anonymous	English (United States)	Very pleasant
159	anonymous	English (United States)	Very good
160	anonymous	English (United States)	Great
161	anonymous	English (United States)	Very good
162	anonymous	English (United States)	Darlene
163	anonymous	English (United States)	He was incredible perf

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
164	anonymous	English (United States)	10 out of 10
165	anonymous	English (United States)	Very goooooooooooooooooood, yummy
166	anonymous	English (United States)	Great
167	anonymous	English (United States)	Excellent
168	anonymous	English (United States)	Excellent
169	anonymous	English (United States)	Excellent
170	anonymous	English (United States)	Excellent
171	anonymous	English (United States)	Excellent
172	anonymous	English (United States)	Very well - 10
173	anonymous	English (United States)	10 Stars
174	anonymous	English (United States)	Excellent

<b>ID</b>	<b>Name</b>	<b>Language</b>	<b>Responses</b>
175	anonymous	English (United States)	Fantastic, welcoming.
176	anonymous	English (United States)	Professional
177	anonymous	English (United States)	Great
178	anonymous	English (United States)	Exceptional